

To: South Carolina Public Service Commission:  
From: Ed & Marcia Gay  
Subject: Utilities Inc. Proposed Water Rate Increase  
Date: May 10, 2010

We received the Notice of Filing for the proposed rate increase from Tega Cay Water Service which is better known to us as Utilities Inc.

I have a real issue with this increase. In this economy how can a 22% increase be justified? We already average \$100 a month for water that is not drinkable. In addition to the \$100 we pay for water we also incur the expense of buying bottled water for drinking, making coffee, tea, etc.

The service this company provides is horrendous including the fact that they only provide repair service Monday through Thursday. Friday through Sunday they have repairmen on-call and in my case when I needed them, there was a 3+ hour delay in a repairmen arriving at my residence. See recap of incident below.

Last May while my husband was out of town, we experienced a water pipe breaking in our downstairs. After I made several calls to the city and was told they would send the water company out to turn off the water, I finally figured out how to turn the water off at the meter. This was after being assured that only the water company could turn it off because it required a special tool. When I was finally desperate enough to try to turn it off myself, the special tool I used is called a **crescent wrench**.

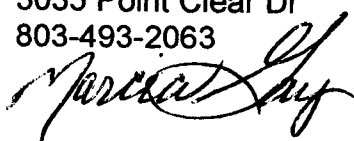
The plumber came from south of Rock Hill and got there before the water company did. When the water company repairman finally showed up, he enlightened me that he had to come from Newport because the water company only works four days a week, Monday – Thursday. It happened to be a **Friday** and he was the on-call person – **the only on-call person**. All this time water is pouring into our house. By the time I got the water turned off, there was water about a foot deep in our downstairs.

Our out of pocket expense for this event was approximately \$2,000. In addition our homeowners ended up paying approximately \$30,000. This claim resulted in a \$1200 increase to our homeowners insurance.

**If the water company had arrived in a TIMELY manner rather than 3+ hours after being notified, most of this expense could have been avoided.** This is just one example of the poor and unreliable service this company provides.

Proposing to raise already high rates by 22% is simply not acceptable. Please deny this request.

Sincerely,  
Marcia & Ed Gay  
3035 Point Clear Dr  
803-493-2063



SAVED / TIME  
JUL 10 2010  
CLERK